

The RCS LTC Quality Improvement Program Team consists of specialists with expertise in evidence-based practice and regulatory requirements related to falls, medication management and infection prevention and control systems. In addition, AFH Early Inspection Quality Improvement Visits are offered in Region 2.



This free service is provided to Adult Family Homes, Assisted Living Facilities, Nursing Homes and Supported Living providers who have had difficulty demonstrating compliance with regulatory requirements.

**Residential Care Services
is responsible for the licensing
and oversight of Washington state
long-term care settings**

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Long-Term Care Quality Improvement Program



A Quality Improvement Service for Adult Family Homes, Assisted Living Facilities, Nursing Homes, Supported Living Providers, and Adult Family Home Early Inspection Quality Improvement Visits

Residential Care Services (RCS)

Residential Care Services created the Long-Term Care Quality Improvement Program (LTC QIP) in response to community and legislative requests to support providers using a non-punitive quality improvement approach.



Services are free and voluntary. Providers are referred to the program through:

- RCS review of regulatory compliance history
- Recommendation of RCS Field Manager
- Provider can also request a referral from the Field Manager

RCS LTC QIP Goal:

Proactively provide education, coaching and support to Adult Family Homes, Assisted Living Facilities, Nursing Homes, and Supported Living Providers to:

- Strengthen care and documentation systems
- Improve regulatory compliance
- Prevent harm to vulnerable adults in their care

RCS LTC QIP protocols include assessment and strategies for organization and individual change

- A** Awareness of the need for change
- D** Desire to support the change
- K** Knowledge of how to change
- A** Ability to demonstrate skills and behavior
- R** Reinforcement to make the change stick

Services Provided include:

- Evaluation of care delivery systems related to community standards, evidence-based practice, and regulatory requirements for medication management, falls and infection prevention and control
- Identification of provider goals
- Onsite observation of care and care delivery systems
- Coaching through on-site and virtual interaction
- Written summary of LTC QIP visit findings
- Assistance to help the provider write an action plan
- Resource and referral to support the provider in making improvements to care and care delivery systems
- Follow up support for change
- AFH Early Inspection Quality Improvement Visits

